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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

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Sang Kap PARK et al.

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Examiner: Brian D. Goddard

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For: CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND OPERATION
METHOD THEREOF

AMENDMENT

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Sir:

The following amendments and remarks are respectfully submitted in response to the
Office Action mailed on March 24, 2004.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are included in the listing of claims beginning on page
4 of this paper.

Amendments to the Drawings begin on page 25 and reference attachments which
include replacements sheets incorporating the changes.

Remarks/Arguments begin on page 26 of this paper.